

Account Manager - Job Description v4.0

Job Title:	Account Manager
Department:	Sales
Reports to:	Divisional Director
Hours of work:	08:30 – 17:00 Monday to Friday
Place of Work:	Quanta Office in Worcester/ 2 days home working and Travelling to Customer Locations
Package Extras:	Mobile Phone allowance, contributory pension
Summary of Position: Building client relations and developing new business within our clients to achieve the allocated monthly and annual sales target in line with the company's strategic goals.	

Primary Responsibilities

Sales 70% of Time

Proactively target prospects and existing customers for new business cross-sell and up-sell opportunities.	Achieve sales goals and targets set.
Position Quanta services and solutions to prospects and customers using a consultative approach	Achieve acceptable sales Key Performance Indicators (KPI's) as specified by the Sales Manager.
Manage customer accounts giving high levels of customer service	Meet customers face to face strengthening relationships and increasing the size/ amount of sales opportunities
Understand Quanta's value proposition, how it fits in the market place and communicate it to customers and prospects.	Understand the key business objectives of customers and prospects and their future plans.

Data Processing 15% of Time

Create professional emails with accurate information.	Accurately complete forms and documents to update other individuals and departments within the company.
Maintain and update accurate data fields and dialogue reports in the CRM database and other sales systems.	Produce accurate quotes for customers. Demonstrate correct usage of pricing and discount models at all times.

Other Duties 15% of Time

Take training and coaching, passing any given tests and apply knowledge effectively.	
Follow company policies, standards and requirements.	Plan time to be as effective as possible and organise workload.

Professional Specification

	Essential	Desirable
Qualifications & Training	GCSE Grade C Math's and English MS Office Skills	Higher Education Award, e.g. Hon's Degree, HND, Etc
Experience	3+ years successful experience in a similar role.(business to business)	5+years successful experience in a similar role.

General Ability	Communicate effectively in all mediums.	Ability to adapt to new situations and different environments.
	Be able to take instruction and work with a degree of initiative and autonomy.	Have the ability to solve problems and issues with minimal management help.
	Be of smart appearance at all times in connection to work.	Be reliable at all times in connection to work.
	Be keen to engage in CPD activities	Have a mature attitude towards work.
	Must have a full UK driving licence access to a car.	